# CAS management web page access abnormal performance, data refresh is

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## **Network Topology**

Version: CAS E0530H12

Access to CVM page is abnormal, the performance data of virtual machine interface is very slow to re fresh, the storage pool page has been circling, and the overall operation of the platform is stuck.

### **Process Analysis**

- 1. First of all, excluding the network and environmental factors: check whether the client is two-layer a ccess or cross-three-tier, whether there is a problem with the client computer, whether the phenomenon of trying to access with other PCs have the same problem;
- 2. Check the number of Tomcat connections: ssh to CVM node ,then use commandnetstat NAT | gr ep 8080 | WC - L. If it turns out the number of connections is too large, then may cause the page load be stuck. In normal environment, the number of connections is about 200, which is normal and has n o fixed value:
- 3. Check whether the storage is normal:Perform iostat to check the storage delay and busy degree. It is found that the% util of dm-0 storage volume reaches 100%, the disk is busy, there are many I / O r equests, and it runs at full load.

```
w/s
r/s
                         0.00
            w/s
3.50
                                       wkB/s avgrq-sz avgqu-sz await r_await w_await svctm %util
14.50 10.92 5.41 14014.33 17966.40 11191.43 166.67 100.0
                        rkB/s
18.25
```

4. Confirm whether there is cluster lock :ssh to cvk shell line and execute OCFS2 kernel stat colle ct.sh command to check whether there is a hung up process. As shown in the figure below, it is found that there is a hung up process and dm-0 is busy printing. A similar log file named cvk01 ocfs2 kern el state 202005231721.log is generated in the / var / log directory. The log file contains the followin g logs. It is preliminarily judged that IO is blocked

```
debugfs.ocfs2 Sat May 23 17:44:45 2020 blkdev_direct_IO
                 get stack of 4058 ==
cfffffffff09e23d9>] msieep+ux29/0x30
<fffffffffc09e23d9>] o2quo_check_fault_thread+0x49/0x120 [ocfs2_nodemanager]
<fffffffff832e46ea.9] kthread+0x1la/0x130
<fffffffffff83c00205>] ret_from_fork+0x35/0x40
<fffffffffffffffff) 0xfffffffffffffff</pre>
<fffffffff832fa6a9>] msleep+0x29/0x30
e======= get stack of 35447 ===
bugfs.ocfs2 -R hb /dev/dm-0
cfffffffff832b16b2] io_schedle+0x12/0x40
cfffffffff83493acf>] blkdev_direct_IO_simple+0x1ff/0x360
cffffffff83493fd2>] blkdev_direct_IO+0x3a2/0x3f0
cfffffffff833b6af7>] generic_file_read_iter+0xb7/0xb90
```

5. Check the syslog log log:there are a large number of links concussion, multi-path connection failure print, so we can judge the storage failure

6. Multipath - II view multipath, with failed print

```
coot@cvk02:~# multipath -11
360002ac0000000000000000300024b13 dm-0 3PARdata, VV
size=10T features='1 queue_if_no_path' hwhandler='0' wp=rw
'-+- policy='round-robin 0' prio=25 status=active
  |- 1:0:0:0 sdb 8:16 failed ready running
|- 2:0:0:0 sdc 8:32 failed ghost running
|- 1:0:1:0 sdd 8:48 failed ghost running
       2:0:1:0 sde 8:64 active ready running
```

Check the storage and storage link conditions as soon as possible according to the corresponding st orage manufacturer, such as optical power, packet loss, etc., and replace the HBA card or optical fibe r, optical port, etc. if necessary.

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